

COVID-19 safety statement

The wellbeing, health and safety of our guests and our staff is our priority

During the COVID-19 pandemic we are taking additional steps to make sure everyone can stay healthy and safe when they visit our venues

What can you do?

- It is important that you inform us in advance if anyone in your travel party is unwell, or self-isolating because they are at risk of having COVID-19
- Due to strict public health requirements if this is the case, we will be unable to provide accommodation to you or anyone in your travel party. We will of course treat this information in strict confidence and will be happy to cancel or reschedule your stay for another time in line with our booking policy

What are we doing?

- We are continuing to review and enhance our cleaning and hygiene protocols and have put in place several additional initiatives, for the safety of our guests and staff

Cleaning and Hygiene

- We have developed COVID-19 cleaning checklists for our venues, which includes additional cleaning and sanitisation practices
- Our teams are operating to a heightened hygiene policy

Physical Distancing

- All staff and guests are given physical distancing guidance
- We are actively minimising the number of people in shared spaces inline with government recommendations

Information and Supervision

- We have introduced training specific to COVID-19. This is compulsory for all team members prior to returning to work
- We are working with our teams to ensure they are aware of their responsibilities
- Signage is in place to advise guests and staff of the safe protocols for managing risks associated with COVID-19

Record Keeping

- All bookings required the name and contact phone number of the guest responsible for each booking

Response to Outbreak

- We have implemented an incident notification process, following the guidelines of SafeWork Australia

Managing Risks

- We are implementing strategies to mitigating the risk of entry or spread of the disease in our venues. We are operating to a new set of standards and we ask you to join us in maintaining a high degree of responsibility
- We are constantly reviewing our processes to meet or exceed government guidelines
- We remain informed of updates via the Tasmanian Health Service and other state bodies

Want to know more?

- [General Coronavirus information – Tasmanian Department of Health](#)
- [Health Direct Australia](#)

If you have any questions or concerns relating to your stay with us, please do not hesitate to contact us via the contact form on this website or feel free to give us a call.